Benchmarking operators' performance in rail passenger assistance: 2026 report

Annex B: Reliability performance by year

Table B.1: Reliability (proportion receiving none of the assistance booked) performance by year

Operator	2023-2024	2024-2025	2025-2026
Avanti West Coast	10%	9%	12%
Chiltern Railways	12%	10%	5%
East Midlands Railway	15%	11%	11%
Greater Thameslink Railway	11%	10%	9%
Great Western Railway	11%	10%	11%

Operator	2023-2024	2024-2025	2025-2026
Greater Anglia	14%	11%	11%
London North Eastern Railway	9%	8%	6%
Network Rail	9%	9%	7%
Northern Trains	16%	18%	13%
ScotRail	12%	11%	13%
South Western Railway	14%	17%	9%
Southeastern	10%	7%	9%
TransPennine Express	15%	12%	12%
Transport for Wales	17%	13%	13%
West Midlands Trains	13%	16%	17%

• ← Previous Annex A: Operators included in benchmarking assessment